

California Information Technology Strategic Plan
Portal Steering Committee
April 14, 2006, 1 p.m. – 3 p.m.
1020 11th Street, Sacramento
- AGENDA -

Time:

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|----|-------|---|--|
| 5 | I. | Welcome Steering Committee and guests | Clark Kelso |
| | | <ul style="list-style-type: none">• Approve Steering Committee Meeting Minutes: 1/13/06 | |
| 15 | II. | <i>California State Portal Framework</i> Document | John Jewell |
| 15 | III. | Information Organization, Usability, Currency & Accessibility (IOUCA) Working Group | Kris Ogilvie |
| | | <ul style="list-style-type: none">• Portal Model 1 templates (2006 FTB foundation)• DOR contract for Section 508 training opportunity | Donna Freeman
Catherine Campisi |
| 10 | IV. | California Service Centers: | Clark Kelso |
| | | <ul style="list-style-type: none">• California Service Center: California portal (www.ca.gov)• Business Service Center: Provides a portal to a number of resources for starting, growing, financing, expanding or relocating a business in California• California Tax Service Center: Provides a portal to a number of tax resources supported by FTB, EDD and BOE programs• California Climate Change Portal: Sponsored by the California Climate Change Center | |
| 20 | V. | Government Services on the Web: California In-Touch Vision | Clark Kelso |
| 20 | VI. | Models or Case Studies Projects for e-Services Investment | Clark Kelso |
| 15 | VII. | Portal Transition (Steering Committee Adopted Recommend # 5)
Ca Portal Redesign Project | PK Agarwal |
| 5 | VIII. | Next Steps: | Clark Kelso |
| | | <ul style="list-style-type: none">• Portal Steering Committee meeting Agenda items for July 14?• Review Board meeting Agenda items for May 5? | |
| | | Adjourn | Clark Kelso |

2005 IT Strategic Plan Goal 1

Goal 1: Make Government Services More Accessible to Citizens and State Clients

The State will complete a customer-focused, technology-enabled transformation in service delivery to improve the accessibility, value and cost-effectiveness of services, benefits and information provided to the public, businesses, other government agencies and state employees.

Objective 1- Develop A Foundation For Transforming Government

The State will implement an enabling management and technical foundation for the transformation of government, making the technical solution implementation process more customer-focused, strategic, efficient, and economical.

The essential ingredients of this foundation include:

- Leadership focused on the redesign of business processes and the exploration and application of technologies across organizational boundaries to improve efficiency, interoperability, and cross-organizational program integration.
- A governance process for evaluating government needs and challenges across organizational boundaries and prioritizing those initiatives with a high return on investment and public acceptance.
- Common business processes that facilitate interoperability and data sharing.
- Shared applications, architectures and code.
- Streamlined project development, management and implementation to capture early benefits and encourage transformation.
- State workforce skilled in implementing industry best practices.

A key driving force for this transformation will be a federated ownership and development architecture for the State's presence on the Internet. Other objectives and action items throughout this plan will also contribute to the essential ingredients listed above.

Action 2. By March 2006, the State CIO will identify at least five projects that will serve as models or case studies for e-Services investment including:

- a. A project focused on the delivery of services to citizens (such as licensing, or call center services, or recreation and visitor information, or consumer protection).
- b. A project focused on delivery of services to businesses (such as licensing, or workers compensation, or electronic payment and filing).
- c. A project focused on services that integrate intergovernmental programs (such as self service eligibility determination, or online grants processing, or social services benefits delivery).
- d. A project focused on delivery of services internal to state operations (such as online travel and human resources transactions, or data sharing between state agencies).
- e. A project focused on reorganization of information on departmental web pages around major customer groups or users (e.g., public user, business user, government user) consistent with new look-and-feel standards to be adopted by the State CIO.

Action 4. The California Portal Steering Committee will guide development of a new infrastructure to support the State's presence on the Internet including: (a) identification and design of shared services; (b) definition of the technical architecture and governance process; (c) identification of additional projects to leverage shared resources; and (d) by July 2006, approval of the first architecture for the State's Internet infrastructure.

Objective 2- Leverage Services between State Agencies, Federal and Local Government And Promote Interagency and Intergovernmental Data Sharing

State Portal Steering Committee

Adopted Recommendations – October 14, 2005

Recommendation 1 (Governance & Architecture): The State should adopt a “federated” management and governance approach to the development and maintenance of the State’s Internet presence.

Recommendation 2 (Service Centers): With leadership provided by cross-agency working groups organized around a few high-level governmental functions, the State should develop and maintain one or more “Service Centers” (including a State-level “California Service Center”) that assist users in navigating quickly to desired government information and services.

Recommendation 3 (Shared Services): The State CIO should begin conversations with the State Portal Review Board and appropriate agencies to identify specific shared services that should be developed for the State’s web presence. The list of specific shared services should be brought back to the State Portal Steering Committee for its consideration and action.

Recommendation 4 (State Banner): The State CIO, with advice from the Portal Steering Committee, should adopt a new banner for State web pages that uses less space and facilitates co-branding with State agencies and departments.

Recommendation 5 (Transition Planning): Planning to transition away from the existing State Portal hardware and applications should begin immediately in anticipation of the federated, shared-services architecture recommended above. Current clients and agencies which rely upon that existing hardware and applications infrastructure should begin appropriate transition planning with the assistance of the Department of Technology Services.

State Portal Review Board Adoption of “Service Oriented Architecture” December 9, 2005 and Steering Committee January 1/13

Recommendation 6 (SOA): The Portal Review Board hereby approves in concept the development of a “Service Oriented Architecture (SOA)” to govern the shared services components of the State’s Internet presence.

Recommendation 7 (EA Governance): The Portal Review Board hereby refers the Draft Service Oriented Architecture (November 30, 2005) developed by the State CIO’s Enterprise Architecture staff to the Enterprise Architecture Committee of the Information Technology Council for its review, comment and approval.

Recommendation 8 (SOA Process): The Portal Review Board hereby declares its intention to begin the process of identifying departments which are prepared to take on the development of shared services pursuant to a Service Oriented Architecture.